

16 October 2025

FOI Ref 21907

Request - You asked us the following:

I am writing under the Freedom of Information Act 2000 to request copies of all Staffordshire Police policies, procedures, and guidance documents relevant to the scenarios outlined below. I request all policies, procedures, and guidance currently in force.

I emphasise that I am not seeking any personal data—only documents and guidance that set out general internal practices.

For each scenario, please provide any relevant policies, procedures, or standard operating procedures currently in force. If no such guidance exists, please confirm this.

1. Attending Officers

Please provide any current guidance relating to officers attending roadside incidents, including policies on:

1.1 - Requesting personal information (such as date of birth) after it has already been verified against official identification such as a driving license.

1.2 - Collection and securing of physical evidence at incident scenes, including clothing or objects belonging to victims of assault and items that may otherwise appear insignificant, such as an empty plastic water bottle.

1.3 - Searching of suspects or vehicles when a weapon has been reported.

1.4 - Advising individuals that they will receive correspondence by post.

1.5 - Recording or closing incidents under “outcome 15,” including any requirements to note evidential difficulties, investigative steps taken, and any advice given and to whom.

1.6 - Issuing crime reference numbers for incidents recorded under “violence against the person.”

1.7 - Conducting risk assessments and safeguarding measures where individuals are left in immobilised vehicles near persons who may pose a risk.

1.8 - Handling follow-up queries from individuals after an incident, including whether officers may decline to respond, such as refusing to email back to confirm if emails have been forwarded or other straightforward messages.

2. Subject Access Requests (SAR)

Please provide any current guidance for Staffordshire Police’s SAR team, including policies on:

2.1 - The use of AI-generated transcripts for body-worn video (BWV), including how unintelligible or misattributed speech is handled.

2.2 - Redaction of officers’ names in SAR disclosures where the officer voluntarily provided their name during the incident.

2.3 - Inclusion of details of victim support offered in SAR disclosures.

2.4 - Disclosure of 999 call recordings in formats that cannot be transcribed by AI systems, and whether applicants’ voices are muted when overlapping with the call handler.

2.5 - Any limits on the number or frequency of SARs an applicant may submit.

3. Professional Standards Department (PSD)

Please provide any current policies, procedures, or guidance covering PSD complaint handling, including:

- 3.1 - Whether PSD staff may make predictions about likely court outcomes (for example, stating a case would “likely be thrown out in court”).
- 3.2 - Any policies or guidance on whether PSD staff should have full access to the same disclosure material provided to complainants when investigating or reviewing a complaint.
- 3.3 - The creation of new email subject lines that break the complaint into separate threads, making it harder to track as a single, continuous matter.
- 3.4 - Timescales or deadlines that apply for providing updates during a complaint review.
- 3.5 - Standards that apply to communications with complainants, including whether there are rules about sending responses outside normal working hours (for example, late at night or on weekends).

We received your request on 01/10/2025 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police’s response to your enquiry is as follows:

Staffordshire Police holds some of the requested information.

- I am writing under the Freedom of Information Act 2000 to request copies of all Staffordshire Police policies, procedures, and guidance documents relevant to the scenarios outlined below. I request all policies, procedures, and guidance currently in force.
- I emphasise that I am not seeking any personal data—only documents and guidance that set out general internal practices.
- For each scenario, please provide any relevant policies, procedures, or standard operating procedures currently in force. If no such guidance exists, please confirm this.
- 1. Attending Officers
- Please provide any current guidance relating to officers attending roadside incidents, including policies on:
 - 1.1 - Requesting personal information (such as date of birth) after it has already been verified against official identification such as a driving license. - **No information held.**
 - 1.2 - Collection and securing of physical evidence at incident scenes, including clothing or objects belonging to victims of assault and items that may otherwise appear insignificant, such as an empty plastic water bottle. - **No information held.**
 - 1.3 - Searching of suspects or vehicles when a weapon has been reported. - **No information held.**
 - 1.4 - Advising individuals that they will receive correspondence by post. - **No information held.**
 - 1.5 - Recording or closing incidents under “outcome 15,” including any requirements to note evidential difficulties, investigative steps taken, and any advice given and to whom. - **No information held.**
 - 1.6 - Issuing crime reference numbers for incidents recorded under “violence against the person.” - **No information held.**
 - 1.7 - Conducting risk assessments and safeguarding measures where individuals are left in immobilised vehicles near persons who may pose a risk. - **No information held.**



- 1.8 - Handling follow-up queries from individuals after an incident, including whether officers may decline to respond, such as refusing to email back to confirm if emails have been forwarded or other straightforward messages. - **No information held.**
- 2. Subject Access Requests (SAR)
- Please provide any current guidance for Staffordshire Police's SAR team, including policies on:
 - 2.1 - The use of AI-generated transcripts for body-worn video (BWV), including how unintelligible or misattributed speech is handled. - **No information held.**
 - 2.2 - Redaction of officers' names in SAR disclosures where the officer voluntarily provided their name during the incident. - **No information held.**
 - 2.3 - Inclusion of details of victim support offered in SAR disclosures. - **No information held.**
 - 2.4 - Disclosure of 999 call recordings in formats that cannot be transcribed by AI systems, and whether applicants' voices are muted when overlapping with the call handler. - **No information held.**
 - 2.5 - Any limits on the number or frequency of SARs an applicant may submit. - **Withheld, please see the below exemption.**
- 3. Professional Standards Department (PSD)
- Please provide any current policies, procedures, or guidance covering PSD complaint handling, including:
 - 3.1 - Whether PSD staff may make predictions about likely court outcomes (for example, stating a case would "likely be thrown out in court"). - **No information held.**
 - 3.2 - Any policies or guidance on whether PSD staff should have full access to the same disclosure material provided to complainants when investigating or reviewing a complaint. - **No information held.**
 - 3.3 - The creation of new email subject lines that break the complaint into separate threads, making it harder to track as a single, continuous matter. - **No information held.**
 - 3.4 - Timescales or deadlines that apply for providing updates during a complaint review. - **No information held.**
 - 3.5 - Standards that apply to communications with complainants, including whether there are rules about sending responses outside normal working hours (for example, late at night or on weekends). - **No information held.**

The following exemption has been applied:

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for part of this particular request.

- Section 21(1) - Information reasonably accessible by other means.

Section 21 is an absolute, class-based exemption and as such there is no requirement to quantify the harm that may arise from the disclosure, nor is there a requirement to perform a Public Interest Test.



Advice and assistance

In order to comply with our obligations under Section 16 of the Act, the obligation to provide advice and assistance, please find below links to the information requested.

- [uk-gdpr-dpa-right-of-access-policy.pdf](#)

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police website although personal details are not included.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Staffordshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

IAT@staffordshire.police.uk

Or by Post to:

Information Access Team
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Information Access Team within two months of the Force's response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by a Supervisor who is independent from the original Decision Maker. The Information Access Team will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The independent Supervisor will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.



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4. Conclusion of the Appeal

On completion of the review the Independent Supervisor will reply to the appellant with the result of the review. If the appellant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following link:
<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Information Access Team